From:	Quality Compliance
Subject:	Special Service Campaign G0Z - Remedy Notice Certain 2017 Model Year Sienna Vehicles Engine ECU Programming (Internal)
Date:	Tuesday, November 22, 2016 3:31:45 PM
Attachments:	G0Z - Dealer Package - Remedy.pdf G0Z - Region Letter - Remedy.pdf

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In our continuing efforts to ensure the best in customer satisfaction, Toyota is launching a Special Service Campaign (SSC) on certain 2017 model year Sienna vehicles.

Condition:
The engine ECU of the subject vehicles contains programming which may not be optimal under two, limited driving conditions.

Under the first condition, if the vehicle is driven continuously downward from a high altitude and is operated with minimal or no throttle input during that time, the engine ECU may not appropriately recognize the change in atmospheric pressure, resulting in an engine torque output that may be different from the torque output under lower altitude conditions when the accelerator pedal is lightly depressed at the bottom of the descent.

Under the second condition, if the vehicle is accelerated from a stop on a steep upward incline with simultaneous application of both the brake and the accelerator pedal, there is a possibility that a transmission malfunction could be erroneously detected, placing the vehicle into “limp mode,” and resulting in insufficient torque output to accelerate the vehicle.

Remedy:

The remedy will involve an inspection and, if necessary, a reprogramming of the engine ECU.

Covered Vehicles:
There are approximately 4,800, 2017 model year Sienna vehicles covered by this Special Service Campaign. Approximately one vehicle involved in this Special Service Campaign was distributed to Puerto Rico.

Model Name	Model Year	Production Period
Sienna	2017	Late July 2016 – Late August 2016

Please reference the attachments for additional details.

Dealers will be notified on November 22, 2016 at approximately 4:00pm Pacific Time.

Thank you for your support,

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